



Coatesville VA Medical Center
Operations: Enduring Freedom, Iraqi Freedom and New Dawn
(OEF/OIF/OND)
Care Management Program
Audrey Hall, LCSW, Program Manager

OEF/OIF/OND Program

CVAMC's Transition & Care Management (TCM) Team now welcomes ALL Post 9/11 Veterans and coordinates their care. This program also continues to serve Combat Veterans who were deployed in support of Operations: Enduring Freedom, Iraqi Freedom and New Dawn (OEF/OIF/OND) from November 11, 1998 to September 11, 2001.

Eligibility

ALL Veterans who served post 9/11/2001 to present and
Combat Veterans who deployed in support of OEF/OIF/OND from 11/11/1998 to 9/11/2001

Services Offered

Each VA medical center has an OEF/OIF/OND Care Management team in place to coordinate patient care activities and ensure that Service members and Veterans are receiving Veteran-centered, integrated care and benefits.

Veterans are screened for the need for case management services to identify Veterans who may be at risk so VA can intervene early and provide assistance. For more information on OEF/OIF/OND Care Management teams, go to www.oefoif.va.gov

5 Years of Cost-Free Health Care for Combat Veterans

- Veterans who served in support of OEF/OIF/OND may be copay exempt for the first five years after separating from active duty for hospital care, medical services, medications, and nursing home care for illnesses which cannot be clinically ruled out as being related to deployment service.
- Currently enrolled Combat Veterans will have their enhanced enrollment period extended to five years from their *most recent date of discharge* from last active duty.
- Combat Veterans who applied for enrollment after January 16, 2003, but were not accepted for enrollment based on the application being outside the previous post-discharge two year window will be automatically reviewed and notified of the enrollment decision.
- If Veterans enroll for VA health care during these periods, enrollment status will be maintained at the end of this period.

One-time Cost Free Dental Evaluation and Treatment

- VA offers free dental benefits for evaluation and treatment for recently discharged Veterans.
- Veterans may qualify for these benefits if they meet both of the following requirements:
 - Veterans served more than 90 days of continued service, and
 - Veterans' DD214 does not show that they received all needed dental service at least 90 days prior to their separation
- Note: Veterans must apply for this dental care within **180 days** (approximately six months) of separation from active duty service.

What is Post Deployment Health Clinic (PDHC)?

- PDHC is an integrated care clinic for Veterans who have served in support of OEF/OIF/OND.
- The Veteran meets with his/her treatment team (primary care and care management provider) to conduct individual evaluations. Afterwards, the treatment team meets together and then invites the Veteran to collaborate on the treatment plan. The PDHC is four hours; it exists to save time and improve care by consolidating all appointments into one.

Welcome Home Veterans Job Fair Friday, 9-11-15 from 10-2pm Coatesville VAMC, Great Hall (Bldg. 5)

For more information, contact: Audrey Hall, OEF/OIF/OND Program manager @ 610-384-7711 x 2831; Audrey.hall2@va.gov; Sue Wieser, Supervisor of Work Restoration @ 610-384-7711 x 5287; Susan.Wieser@va.gov.

VA Healthcare – VISN4

VA Health care VISN 4 is a network of 10 VA Medical Centers and 45 community-based outpatient clinics. VISN 4 provides health care and social services to Veterans in Pennsylvania and portions of Delaware, New Jersey, New York, Ohio, and West Virginia.

VA Medical Center Returning Service Members Coordinators:

Location	OEF/OIF/OND Program Managers /Telephone
VISN 4 Program Lead	William Cress 412-822-3425
Altoona	Timothy Kananen 814-943-8164 x 7182
Butler	Amy Stewart 724-285-2493
Clarksburg	Matt Dalrymple 304-623-3461 x 3393
Coatesville	Audrey Hall 610-384-7711 x 2831
Erie	Tammy Breter 814-860-2965
Lebanon	Jessica Lightner 717-272-6621 x 5694
Philadelphia	Emmanuel Estacio 215-823-5800 x 6860
Pittsburgh	Amy Boyles 412-822-2363
Wilkes-Barre	Sandra Dompkosky 570-824-3521 x 4297
Wilmington	Miguel Marcos 302-994-2511 x 4763

How to get started with the CVAMC OEF/OIF/OND program?

1. **Eligibility and Enrollment:** Veterans must be Combat Eligible and enrolled for VA health care. To start this process, Veterans can contact eligibility and enrollment coordinators at 610-384-7711x 4265/4266. Veterans can also visit: <https://www.1010ez.med.va.gov/sec/vha/1010ez/>, and select the Coatesville VA Medical Center.
2. For **appointments with program manager, clinical case managers or Certified Peer Specialist:** If enrolled for VA health care at the Coatesville VA Medical Center, Veterans can contact OEF/OIF/OND Program Support Assistant, Rosalind Phillips at 610-384-7711 x 2848/6855 for appointments with OEF/OIF/OND program manager and case managers. You also may contact the team members individually.
3. For **appointments with Post Deployment Health Clinic (PDHC)**, contact Patty Swinehart at 610-384-7711 x 3352.
4. **For consultation, referral or program information**, Call, email or add program manager, Audrey N. Hall, as a CPRS cosigner; 610-384-7711 x 2831; Audrey.hall2@va.gov. Located at Bldg. 57B, Rm. 221. Complete OEF/OIF/OND Consult for referral.

Who is my OEF/OIF/OND Team at Coatesville VAMC:

1. **Audrey Hall**, LCSW (Program Manager) at 610-384-7711 x 2831; Bldg. 57B, Rm. 221.
2. **Alan Reiland**, LSW (Clinical Case Manager) at 610-384-7711 x 2849; Bldg. 57B, Rm. 221A
3. **Peggy Phipps**, LCSW (Clinical Case Manager) at 610-384-7711 x 2818; Bldg. 57B, Rm. 221A
4. **Justin Slater**, BSW, CPSS (Certified Peer Specialist) at 610-384-7711 x 2853; cell (484) 862-0110; Located at Bldg. 57B, Rm. 222
5. **Rosalind Phillips** (Program Support Assistant) at 610-384-7711 x 2848/6855
6. **Patty Swinehart** (Post Deployment Health Clinic Program Support Assistant) at 610-384-7711 x 3352.

Important Information and Commonly Used Resources

The OEF/OIF/OND team can assist you in navigating the system.

Coatesville VA Medical Center (CVAMC)

1400 Blackhorse Hill Road,
Coatesville PA
(610) 384-7711 or
1-800-290-6172
www.coatesville.va.gov
www.facebook.com/coatesvillevamc

CVAMC Community Based Outpatient Clinics:

Springfield Outpatient Clinic

194 West Sproul Road,
Suite 105
Springfield, PA

Spring City Outpatient Clinic

11 Independence Drive,
Spring City, PA

Crisis & Urgent Care

Veterans Crisis Line: Contact 1-800-273-8255 (TALK) and Press 1.

Coatesville VAMC Urgent Care or Admissions (Bldg. 3): Open 24 hours per day, 7 days per week. Contact (610) 384-7711 x 5060 or x 4290 or x 5059.

CVAMC Suicide Prevention Coordinators: Karen Chang, LCSW at (610) 384-7711 x 5074 at urgent care; pager 362; Elizabeth Fenstermacher, LCSW at (610) 384-7711 x 2831 at outpatient mental health clinic; pager 212.

Domestic Violence and Interpersonal Violence (DP/IPV) Assistance Program :The Domestic Violence and Interpersonal Violence Assistance Program. Bldg. 3, Urgent Care. Contact: Katie Bolt-Goeke, LSCSW, Urgent Care Social Worker at (610) 384-7711 x 5911. This Program is for Veterans who use violence, Veterans that experience Violence and for VA employees who face issues of DP/IPV.

Enrollment & Eligibility; Appointments

CVAMC eligibility & enrollment information: If not registered with the VAMC, contact CVAMC eligibility & enrollment coordinators at 610-384-7711 x 4265/4266 Or you can register online at: <https://www.1010ez.med.va.gov/sec/vha/1010ez/>; Ensure you select which VA medical center which you want to be seen. The **Benefit books** are available at Bldg. 2, B10; For an electronic version visit: www.va.gov.

CVAMC Call Center- To schedule all appointments: Contact Call Center at (610) 383-0239 or (610) 384-7711 x 4239. Monday through Friday 7:30am-4:30 pm (normal business hours); leave voice mail after hours.

Benefits: Health Care & Federal

EBenefits: eBenefits allow Veterans and Service members to access official military personnel documents, view the status of their disability compensation claim, transfer entitlement of Post-9/11 GI Bill to eligible dependents (Service members only), and register for and update direct deposit information for certain benefits. 1-800-983-0937; www.ebenefits.va.gov

Health Care Benefits Overview booklet (2014 edition): can be accessed at www.va.gov/healthbenefits/resources/epublications.asp.

Federal Benefits for Veterans, Dependents and Survivors :For 2014 online edition, Federal Benefits for Veterans, Dependents and Survivors, visit: http://www.va.gov/opa/publications/benefits_book.asp.

****Above Benefit books are available at Enrollment & Eligibility office at Bldg. 2, B10****

CVAMC Programs

Caregiver Program: A VA program that offers a wide range of services to Caregivers of eligible Veterans of all eras. Additional services, including a monthly stipend, are available for eligible Veterans who were seriously injured in the line of duty on or after 9-11-2001. The Caregiver Support Coordinator can help you apply for services, guide you through the process and address any questions. **For more information and registration,** contact Caregiver Support Coordinator: Maureen Miller, (610)384-7711 x 5310. **National Caregiver Support Line** at 1-855-260-3274, Monday through Friday from 8am to 11pm ET, and Saturday from 10:30am to 6pm ET.

- **Caregiver Support Group (PTSD)** (90 minutes) –For family, partners and friends of veterans with PTSD. Offered at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57B, Room 223, every first and third Monday at 2:30pm to 4pm. For information and registration, contact group facilitator: Dr. Hertz at (610) 384-7711 x 6801/6821.
- **Support And Family Education (SAFE)** - SAFE is a support and education program for family members living with a Veteran who has a mental health and/or substance use condition. Telephone support group monthly; Meeting in person every quarter. First Wednesday of every month from 5:30-7:00 pm at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57A, Room 150. For information or registration, contact group facilitator: Dr. Jenna Mercadante at (610) 384-7711 x 6818 or Jenna.Mercadante@va.gov

Claims and benefits assistance available at CVAMC: Need help navigating the VA Benefits System. Veteran Service Officers & Veterans benefits counselors are here to assist you:

- **American Legion** at DAV transportation office, Bldg. 2 basement, Rm. 11B, every 4th Saturdays of the month from 9:00-2:00 pm.
- **Disabled American Veterans** at Voluntary Service, Bldg. 5, Rm, B07 on Thursdays and Fridays from 9:00-2:00 pm.
- **Military Order of the Purple Heart** at Voluntary Service, Bldg. 5, Rm, B07 Basement on Mondays from 9:00-2:00 pm.
- **Veterans of Foreign Wars** at Voluntary Service, Bldg. 5, Rm, B07 Basement on Tuesdays and Wednesdays from 9:00-2:00 pm.
- **Veterans Benefits Counselors-** at Bldg. 57B, Rm 254 on Thursdays and Fridays from 9:00-2:00 pm.

In order to accommodate all of the Veterans we serve, an **appointment is required**. *For Veterans receiving inpatient services,* contact your unit clerk to set up appropriate date and time. *For all other Veterans,* contact (610) 384-7711 x 4239 or 1-800-290-6172 x 4239 to set up appropriate date and time.

Combat Veteran: 12 Topic and Resource Group: Open to any Veteran who served in a war zone. Mission: The only requirement for participation in the Combat Veteran Group is a sincere desire to make life better for ourselves, our families, and co-sufferers. The improvement of personal social relationships and local supports, are crucial to successful re-integration to home and job environments. For each individual to discover that they are not alone, is a major step in their coming home. We are not here to blame but to understand, grow, and accept responsibility. Our goal is to become more attentive, informed, balanced, and spiritual. The primary purpose of our group is to tell our story and to learn to deal with human suffering more effectively. In doing so we will better develop our own coping skills and ability to love.

Every Wednesdays from 6-7 pm, Bldg. 57A, Room 150. Just show up! No registration is required! Regular attendance is greatly appreciated and encouraged. For more information, contact group coordinators: Abigail Rich, LCSW (610) 384-7711 x 6824 or Justin Slater, BSW, CPSS at (484) 862-0110.

My HealtheVet & SECURE MESSAGING: For program information, contact Scott Viola, point of contact for My HealtheVet at 610-384-7711 x 6230 or Barbara Krueger at X 3359 or go to www.myhealth.va.gov. To register, go to Bldg. 2, Rm. 102A.

Patient Advocates/Representatives: If you have concerns about your VA health care, please discuss those concerns with your health care team. If a satisfactory resolution is not reached, please contact one of our patient advocates: Diane Murray, (610) 384-7711 x4339, Bldg. 2, Rm 117E OR Norman Martin, x 2103, Bldg. 4, Rm 219.

Polytrauma/Traumatic Brain Injury (TBI) Program: A program for any Veteran who sustained head trauma and other related medical conditions, requiring comprehensive assessment, treatment planning and case management. For program information, contact Polytrauma/TBI coordinator, David Richards at (610) 384-7711 x 2842 or david.richards2@va.gov, Bldg. 57B Room 220A.

CVAMC Spinal Cord Injury (SCI) Program: A program for any Veteran with a spinal cord injury, requiring comprehensive assessment, treatment planning and case management. For information, contact Jennifer Negron, LCSW at 610-384-7711 x-3362, pager 166, or by email @ Jennifer.Negron@va.gov.

Veterans Justice Outreach (VJO) Program: The program works with justice-involved Veterans. A justice-involved Veteran is any Veteran who has contact with the judicial system, law enforcement or the jail system. VJO coordinators: Diana Zinnie, LCSW at (610) 384-7711 x 2851; cell (610) 496-5406 or Rhonda Sanford, LCSW at (610) 384-7711 x 2850; cell (484) 667-1988 or Lily Thomas, LCSW at (610) 384-7711 x 2807.

Women's Health Services: To schedule an appointment, please contact the Women's Health clerk at (610) 384-7711 X 3356. For program information, contact women Veterans' program manager, Anne Brown at (610) 384-7711 x 3660.

DEERS, CHAMPVA & TRICARE

Defense Enrollment Eligibility Reporting System (DEERS): If you are a service member, retiree, or dependent, DEERS registration is the key to getting your TRICARE benefits eligibility established. DEERS is a computerized database of military sponsors, families and others worldwide who are entitled under the law to TRICARE benefits. Active-duty and retired service members are automatically registered in DEERS, but they must take action to register their family members and ensure they're correctly entered into the database. Mistakes in the DEERS database can cause problems with TRICARE claims, so it is critical to maintain your DEERS

information. For more information or assistance, contact Defense Manpower Data Center Support Office (DSO) at 1-800-538-9552; <http://www.tricare.mil/DEERS#>

CHAMPVA: Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) is a health benefits program in which the Department of Veterans Affairs (VA) shares the cost of certain health care services and supplies with eligible beneficiaries. For more information, contact 1-800-733-8387; www.va.gov/hac/forbeneficiaries/champva/champva.asp.

TRICARE (Northern Region): 1-877-TRICARE (1-877-874-2273) ;The North Region includes Connecticut, **Delaware**, the District of Columbia, Illinois, Indiana, Iowa (Rock Island area), Kentucky (except Fort Campbell), Maine, **Maryland**, Massachusetts, Michigan, Missouri (St. Louis Area), New Hampshire, New Jersey, New York, North Carolina, Ohio, **Pennsylvania**, Rhode Island, Vermont, Virginia, **West Virginia**, and Wisconsin. For more information, visit:<http://www.tricare.mil/>.

For questions and information on TRICARE or ChampVA, contact coordinators at CVAMC: Julian-Allston Eichert at (610) 384-7711 x 4332 ; Julian-Allston.Eichert@va.gov ; Bldg. 16, Rm. 209) OR Lisa Newton at (610) 384-7711 x 4502; lisa.newton@va.gov; Bldg. 16, Rm. 208

Military Medals and Records

Veterans Affairs Record Management Center: 1-888-533-4558; To request for military records, complete Standard VA Form 180. For more information, visit: <http://www.archives.gov/veterans/>

1. **Requests for replacement medals** should be submitted on Standard **Form 180, "Request Pertaining to Military Records,"** which may be obtained at VA offices or the Internet at www.va.gov/vaforms/. Forms, addresses, and other information on requesting medals can be found on the Military Personnel Records section of NPRC's Website at www.archives.gov/st-louis/military-personnel. For questions, call Military Personnel Records at **(314) 801-0800**, or e-mail questions to: center@nara.gov.

When requesting medals include a copy of the discharge or separation document, WDAGO Form 53-55 or DD Form 214.

If discharge or separation documents are lost, Veterans or the next of kin of deceased Veterans may obtain duplicate copies through the eBenefits portal (www.ebenefits.va.gov) or by completing forms found on the Internet at www.archives.gov/research/index.html and mailing or faxing them to the NPRC.

Alternatively, write the **National Personnel Records Center, Military Personnel Records, One Archives Drive, St. Louis, MO 63138- 1002. Use Standard Form 180, "Request Pertaining To Military Records."**

2. **Correcting Military Records:** The Secretary of a military department, acting through a Board for Correction of Military Records, has authority to change any military record when necessary to correct an error or remove an injustice. A correction board may consider applications for correction of a military record, including a review of a discharge issued by court-martial. Application is made with **DD Form 149**, available at VA offices, Veterans organizations or visit www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm. The Veteran, survivor, or legal representative must file a request for correction within three years of discovering an alleged error or injustice.

3. **Review of Discharge from Military Service:** Each of the military services maintains a discharge review board with authority to change, correct or modify discharges or dismissals not issued by a sentence of a general court-martial. The board has no authority to address medical discharges. Apply for a review of discharge by writing to the military department concerned, using **DD Form 293, "Application for the Review of Discharge from the Armed Forces of the United States."** This form may be obtained at a VA regional office, from Veterans organizations or online at www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm.

However, if the discharge was more than 15 years ago, a Veteran must petition the appropriate Service's Board for Correction of Military Records using DD Form 149, "Application for Correction of Military Records Under the Provisions of Title 10, U.S. Code, Section 1552." A discharge review is conducted by a review of an applicant's record and, if requested, by a hearing before the board.

Registries

Airborne Hazards and Open Burn Pit Registry: The registry is a database of health related information about Veterans and Service members. Individuals may participate by completing an online questionnaire about their symptoms, health conditions, environmental and work-related exposures, and health care usage.

- **Eligibility** -Any Veteran or Service member who served in:
 - OEF/OIF/OND or in Djibouti, Africa, after September 11, 2001, or
 - Operations Desert Shield or Desert Storm or the Southwest Asia Theater of operations after August 2, 1990.
- **Note:** The Southwest Asia theater of operations includes the following locations: Iraq, Kuwait, Saudi Arabia, Bahrain, Gulf of Aden, Gulf of Oman, Oman, Qatar, United Arab Emirates, waters of the Persian Gulf, Arabian Sea, Red Sea, and the airspace above these locations.
- **Participate:** <https://veteran.mobilehealth.va.gov/AHBurnPitRegistry/>
- **Learn more:** <http://www.publichealth.va.gov> or call 1-877-222-8387

Steps:

1. In order to be enrolled in the registry, Veterans and Service members must complete a web-based self-assessment Health questionnaire. **In order to access the web-based self-assessment questionnaire, Veterans and Service members must have a DS Logon.** If Veterans or Service members need a DS Logon they may visit the following link to sign up for one: <https://www.dmdc.osd.mil/appj/dsaccess>
2. **The questionnaire is available at the following link:**
http://www.reginfo.gov/public/do/PRAICList?ref_nbr=201305-2900-007 OR
<http://www.va.gov/health/newsfeatures/2014/october/burn-pit-exposure-signup-now-in-varegistry.asp>

Veterans Benefits Administration (VBA)

Veterans Benefits Administration (VBA): 1-800-827-1000; www.benefits.va.gov/benefits/
VBA administers the following: disability compensation, educational, home loan and employment benefits, life insurance, pension and more:

1. **Disability Compensation** Disability compensation is a monetary tax-free benefit paid to Veterans who are determined by VA to be disabled by an injury or illness that was incurred or aggravated during active military service. These disabilities are considered to be **service connected**. To be eligible for compensation, the Veteran must have been separated or discharged under conditions other than dishonorable.
Monthly disability compensation varies with the degree of disability and the number of eligible

dependents. Veterans with certain severe disabilities may be eligible for additional special monthly compensation (SMC). Disability compensation benefits are not subject to federal or state income tax.

2. **GI BILL:** To apply, use VA FORM 22-1990. For information, questions and assistance, contact 1-888-GIBILL1 (442-4551). For program brochure, visit: www.gibill.va.gov. There are 4 key elements of the GI Bill:

- **Montgomery GI BILL-Select Reserve:** To apply, use VA FORM 22-1990, select MGIB-SR, **chapter 1606**. The MGIB-SR program provides education and training benefits to eligible members of the Selected Reserve, including the Army Reserve, Navy Reserve, Air Force Reserve, Marine Corps Reserve and Coast Guard Reserve, and the Army National Guard and the Air National Guard. Eligibility for this program is determined by the Selected Reserve components and VA makes the payments. For program brochure, visit: http://www.benefits.va.gov/gibill/docs/pamphlets/ch1606_pamphlet.pdf
- **Reserve Education Assistance Program:** To apply, use VA FORM 22-1990, select REAP, **chapter 1607**. REAP provides educational assistance to members of the Reserve components called or ordered to active duty in response to a war or national emergency declared by the president or Congress. For program brochure, visit: http://www.benefits.va.gov/gibill/docs/pamphlets/ch1607_pamphlet.pdf
- **Montgomery GI bill-Active Duty:** To apply, use VA FORM 22-1990, select MGIB, **chapter 30**. The MGIB-AD program—sometimes known as Chapter 30—provides education benefits to Veterans and Service members who have at least two years of active duty. For program brochure, visit: http://www.benefits.va.gov/gibill/docs/pamphlets/ch30_pamphlet.pdf
- **Post 9/11 GI Bill:** To apply, use VA FORM 22-1990, select **chapter 33**. If you have at least 90 days of aggregate active duty service after Sept. 10, 2001, and are still on active duty, or if you are an honorably discharged Veteran or were discharged with a service-connected disability after 30 days, you may be eligible for this VA-administered program.
- **Benefits and Eligibility-** For approved programs, the Post-9/11 GI Bill provides up to 36 months of education benefits, generally payable for 15 years following your release from active duty. Institutions of higher learning participating in the Yellow Ribbon Program may make additional funds available for your education program without an additional charge to your GI Bill entitlement. For program brochure, visit: http://www.benefits.va.gov/gibill/docs/pamphlets/ch33_pamphlet.pdf

3. **Home Loan Eligibility Center:** VA home loan guaranties are issued to help eligible Service members, Veterans, Reservists, National Guard members, and certain surviving spouses obtain homes, condominiums, and manufactured homes, and to refinance loans. For additional information or to obtain VA loan guaranty forms, visit www.benefits.va.gov/homeloans/.

To apply, use **VA form 26-1880** and any associated documentation should be mailed to Atlanta Regional Loan Center, Attn: COE (262), P.O. Box 100034, Decatur, GA 30031. For questions and assistance, contact 1-888-244-6711. For program brochure, visit <http://www.benefits.va.gov/BENEFITS/benefits-summary/SummaryofVAHomeLoanGuarantyBenefits.pdf>

4. **Vocational Rehabilitation and Employment:** Vocational Rehabilitation and Employment (VR&E), sometimes referred to as the **Chapter 31** program, provides services to eligible Service members and Veterans with service-connected disabilities to help them prepare for, obtain, and maintain suitable employment or achieve independence in daily living.

Service members are eligible to apply if they expect to receive an honorable discharge upon separation from active duty, obtain a rating of 20 percent or more from VA, obtain a proposed Disability Evaluation System (DES) rating of 20 percent or more from VA, or obtain a referral to a Physical Evaluation Board (PEB) through the Integrated Disability Evaluation System (IDES).

To apply, use VA FORM 22-5490). For information, questions and assistance, contact 1-800-827-1000; <http://www.benefits.va.gov/vocrehab/>. For program brochure, visit: <http://benefits.va.gov/BENEFITS/benefits-summary/SummaryofVAVocRehabandEmpolymentBenefits.pdf>

5. **VONAPP (Veterans On Line Applications):** Veterans can apply on-line for VA Veterans Pension, education, vocational rehabilitation and employment, GI Bill, and burial benefits. Go to <http://www.vabenefits.vba.va.gov/vonapp/default.asp>

VISN 4 Vet Center Readjustment Counseling Services

Vet Center readjustment counseling services are free to the eligible Veterans and their family without time limitations. Service members and Veterans are not required to enroll in the VA health care system or have received a service connection for conditions caused by military service. These services are also provided regardless of the nature of the Veteran's discharge. This includes service provision to those individuals with problematic discharges.

Services Offered: Vet Center counselors provide individual, group, marriage, and family readjustment counseling to those individuals that have served in combat zones or areas of hostilities to assist them in making a successful transition from military to civilian life; to include treatment for posttraumatic stress disorder (PTSD) and help with any other military related problems that affect functioning within the family, work, school or other areas of everyday life. Other psycho-social services include outreach, education, medical referral, homeless Veteran services, employment, VA benefit referral, and the brokering of non-VA services. Bereavement counseling is available through VA's Vet Centers to all immediate family members (including spouses, children, parents, and siblings) of Service members who die while serving on active service

Vet Center Combat Call Center (1-877-WAR-VETS): is an around the clock confidential call center where combat Veterans and their families can call to talk about their military experience or any other issue they are facing in their readjustment to civilian life. The staff is comprised of combat Veterans from several eras as well as family members of combat Veterans.

Bucks Vet Center 2 Canal's End Road, Suite 201B Bristol, PA, USA, 19007 (215) 823-4590	Philadelphia Vet Center NE 101 E. Olney Avenue, Suite C-7 Philadelphia, PA 19120 (215) 924-4670
DuBois Vet Center 100 Meadow Lane, Suite 8 DuBois, PA 15801 (814) 372-2095 Or 877-927-8387	Pittsburgh Vet Center 2500 Baldwick Rd Pittsburgh, PA 15205 (412)-920-1765

Erie Metro Vet Center Renaissance Centre 240 W. 11 St, Suite 105 Erie, PA 16501 (814)-453-7955	Scranton Vet Center 1002 Pittston Ave. Scranton, PA 18505 (570)-344-2676
Harrisburg Vet Center 1500 N. Second Street Suite 2 Harrisburg, PA 17102 (717)-782-3954	Williamsport Vet Center 49 E. Fourth Street Suite 104 Williamsport, PA 17701 (570)-327-5281
McKeesport Veterans Resource Center Oak Park Mall 2001 Lincoln Way McKeesport, PA 15131 (412)-678-7704	Vet Center-Outpost Location Montgomery County Community College 101 College Dr., South Hall, Rm. 130 Pottstown, PA (215) 823-5245; 1-877-War-Vets
Montgomery County Vet Center 320 E. Johnson Hwy, Suite 201 Norristown, PA 19401 (215) 823-5245	Vet Center-Outpost Location 32 4th St. Pennsburg, PA, (215) 823-5245; 1-877-War-Vets
Lancaster Vet Center 1817 Olde Homestead Lane, Suite 207 Lancaster, PA 17601 (717) 283-0735 or 877-927-8387	Vet Center-Outpost Location 601 Hunsicker Rd. Telford, PA 18969 (215) 823-5245; 1-877-War-Vets
Philadelphia Vet Center 801 Arch Street Suite 502 Philadelphia, PA 19107 (215) 627-0238	

SUMMARY OF IMPORTANT NUMBERS AND WEBSITES

- Airborne Hazards and Open Burn Pit Registry.....1-877-222-8387
- Bereavement ounseling.....1-202-461-6530
- Civilian Health and Medical Program (CHAMPVA).....1-800-733-8387
- Caregiver Support1-855-260-3274
- Debt Management Center.....1-800-827-0648
- Defense Enrollment Eligibility Reporting System (DEERS):1-800-538-9552
- EBenefits..... 1-800-983-0937
- Education; GI BILL.....1-888-GIBILL1 (888-442-4551)
- Federal Recovery Coordination Program1-877-732-4456
- Foreign Medical Program.....1-888-820-1756
- Headstones and Markers.....1-800-697-6947
- Health Care.....1-877-222-8387
- Homeless Veterans.....1-877-424-3838
- Home Loan Eligibility Center....1-888-244-6711; Home1-877-827-3702
- Life Insurance.....1-800-669-8477
- Military Personnel Records..... (314) 801-0800
- National Caregiver Support Line..... 1-855-260-3274
- National Cemetery Scheduling Office.....1-800-535-1117
- Pension Management Center.....1-877-294-6380
- Presidential Memorial Certificate Program.....1-202-565-4964
- Soldiers Group Life Insurance (SGLI).....800-419-1473
- Special Health Issues.....1-800-749-8387
- Telecommunication Device for the Deaf (TDD).....1-800-829-4833
- TRICARE (Northern Region)..... 1-877-TRICARE (1-877-874-2273)
- VA Benefits (VBA).....1-800-827-1000
- VA Combat Call Center1-877-927-8387
- Veterans Crisis Line.....1-800-273-8255
- Vocational Rehabilitation and Employment: 1-800-827-1000
- Women Veterans.....1-855-829-6636

SUMMARY OF IMPORTANT NUMBERS AND WEBSITES

- Burial and Memorial Benefitswww.cem.va.gov
- Caregiver Support www.caregiver.va.gov
- CHAMPVA.....www.va.gov/hac/forbeneficiaries/forbeneficiaries.asp
- eBenefits.....www.ebenefits.va.gov
- Education Benefits.....www.benefits.va.gov/gibill
- Environmental Exposures.....www.publichealth.va.gov/exposures
- Health Care Eligibility.....www.va.gov/healthbenefits
- Homeless Veterans..... www.va.gov/homeless
- Home Loan Guaranty.....www.benefits.va.gov/homeloansLife
Insurance.....www.insurance.va.gov
- Memorial Certificate Program.....www.cem.va.gov/pmc.asp
- Mental Health.....www.mentalhealth.va.gov
- My HealtheVetwww.myhealth.va.gov
- National Resource Directorywww.nrd.gov
- Prosthetics..... www.prosthetics.va.gov
- Records.....www.archives.gov/st-louis/military-personnel
- Returning Servicemembers.....www.oefoif.va.gov
- State Departments of Veterans Affairs.....www.va.gov/statedva.htm
- Women Veterans.....www.va.gov/womenvet/
- VA Vet Centers.....www.vetcenter.va.gov
- VA Home Page.....www.va.gov
- VA Benefit Payment Rates.....www.vba.va.gov/bln/21/rates
- VA Forms.....www.va.gov/vaforms
- Veterans Benefits Administration (VBA)....www.benefits.va.gov/benefits/
- Vocational Rehabilitation & Employment.....www.benefits.va.gov/vocrehab
- VONAPP (**V**eterans **O**n Line **A**pplications).....
..<http://www.vabenefits.vba.va.gov/vonapp/default.asp>

****Information above obtained directly from 2014-2015 Federal Benefits for Veterans, Dependents and Survivors***

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